



# GTCC BULLETIN

Volume III Issue I

JANUARY 2013

## References

- COMDTINST M4600.18
- JFTR, U2015
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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## SATO Travel and Advance Ticket Purchase



As budgets get tighter and commands seek ways to reduce travel costs, AOs are approving more orders authorizing the traveler to purchase non-refundable tickets in lieu of the GSA contracted, fully refundable fares. This often creates issues from a travel card perspective since many of these tickets require advance purchase to lock the fare.

Cardholders need to understand the impacts of this selection when making reservations, particularly the fact that their credit card must be paid in full on or before the due date regardless of reimbursement.

To ensure the traveler is informed of any advance purchasing requirements, SATO's invoicing script has been programmed to add the following remark on the itinerary when a reservation has a last date to purchase. The verbiage on the itinerary will be reflected similar to:

TKT MUST BE PURCHASED BY (date) OR FLTS WILL BE XCLD/(date)  
1337 -

This will hopefully ensure the traveler knows what type of ticket they are buying and the impacts of that selection.

## Hello? Hello? Can you help me?

You may not realize that your access as a travel manager within your hierarchy is not just limited to your localized area. While you have GTCC/PaymentNet access for your hierarchy, you have access to ANYONE within that hierarchy. That means that you are able to assist others outside your immediate command but within your hierarchy authority. So if your hierarchy is for example, LANT/31327 and you are in AK but there is a traveler who has contacted you from NC, you have the ability to provide that quality customer service the Coast Guard is known for. So don't be surprised if you get referred someone who needs help who may not be in your local area but is within your hierarchy. In these cases, requesting a copy of the approved travel orders from the cardholder is a good way to support any required changes.



## GTCC

### Travel Charge Card

### Web Page

<http://www.uscg.mil/psc/bops/govtrvl/>

JPMC Travel Manager Help Line

866-725-1184

Verification ID must be provided.

## Temp Credit Limits and Holidays



We recently learned that when temporary limits are scheduled to start on a non-work day, the actual code within the JPMC PaymentNet system does not run to increase the limit until the next business day. So if you need the temp limit to start on a Saturday, Sunday or Holiday, you need to move the day to the preceding business day in order for the limit to actually trigger (up or down). This could have impacts on travelers if the limits are not set to start on a business day. JPMC has agreed this is a system defect that will need to be corrected with a future update. This scenario would only occur on major holidays such as Thanksgiving Day, Christmas and New Years Day. If a temp limit is scheduled to run on a holiday or day after holiday the change would be effective as of 10p.m. on the day after a holiday. So check your calendar before projecting any future temp credit limits.

## Closing GTCC Accounts by TM



**Yes, you can do this!** If you are a new travel manager, please take some time to review past editions of the GTCC newsletter. For instance, you will find that in the August 2012 newsletter we discussed your ability to close accounts and how to do this. Always be sure to note/document the account for the reason of closure. This is a key item when a future request for reinstatement is submitted.

Speaking of Account Closures: Anyone who has not taken GTCC training by 1/27/13, who had their cards closed as of 12/28/12 will now have to reapply for a new card. You should refer the traveler to the [GTCC website](#) for the online application processes. If submitting a paper application (for rush request only), faxing is the best option to protect PII. If email is used, you must first password protect the document and send two separate emails. Also, be sure to have the completed documents filed in the military member's PDR and forward all other application to [ARL-PF-CGPSC-GTCC-Applications](#).



## GOOD TO KNOW

VISA/MC Merchant Surcharge permitted: [See bulletin GSA Smart Bulletin No. 17](#) As of 27 January 2013, merchants will now be permitted to impose a surcharge on cardholders when the charge card is used. Please check out the linked GSA bulletin for more information, but note this is not just tied to the Smartpay2 contract but applies to all cards...even personal ones.

# Filing GTCC Documents



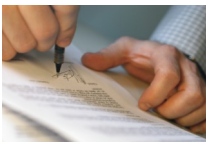
A question was brought up regarding which forms are now filed in the SPO PDR and EI-PDR. According to COMDTINST M1080.10I, the Government Travel Card (Individually Billed Account) Setup Form (MBR initial submission only) and Government Travel Card Program Recommendation/Acceptance Statement-the signed cardholder agreement (MBR initial submission only) is filed in section 2 of the SPO PDR and also in the EI-PDR.

Based on the most recent DHS audit, they want us to keep copies of the application packages including a) application form, b) the Cardholder Agreement Form, and c) initial certificate of training (i.e. transcript). We are working with CG-1221 who has an update to CIM-1080.10 on their work list to get this incorporated into the CG policy.

## ***Filing Civilian (and non-CG military...i.e. Chaplains, DOD, OGA personnel) Applications***

Once a civilian or other employee applies for a GTCC and the application package is complete, please forward the supporting documents for paper applications for all Civilian Employees, NAF, DOD, Chaplains to our office for central retention. While there is no requirement for the civilian personnel file to retain these documents, it is a requirement by DHS to have applications on file. We will be cross checking new applications processed with supporting documents on file. These documents shall be scanned, saved as a single file using the naming convention of **LASTNAME-EMPLID.PDF** and then emailed to [ARL-PF-CGPSC-GTCC-APPLICATIONS](#) with a note stating it was submitted via the paper process. SEND ONE APPLICATION PACKAGE AT A TIME (I.E. DO NOT COMBINE PACKAGES). We will coordinate the filing of these documents.

## ***What is BY DIRECTION Signature Authority?***



The travel card application process requires both the memo and the application to be signed by someone in the applicant's chain of command who has been delegated "by direction" authority to sign. ([By DIR memo template](#)).

Per CIM 5400.7F Commanders, Commanding Officers, Officers in Charge, and management officials at Headquarters and in the field should periodically review (every two years) the specific extent of delegated authority within their commands or assigned areas. Where additional delegation of authority to subordinates is warranted, it is incumbent on the Commanders, Commanding Officers, and managers to initiate those delegations. Delegate authority in writing, to an organizational title or position (as opposed to an individual except when it is specified in law or regulation), specifically stating any restrictions or conditions, such as the type of action which requires higher level approval. Copies of letters or documents delegating authority should be kept on file with the organization which approves that delegation and be readily available for reference if so requested.

More specifics are available in chapter 1, B.9 of the Correspondence Manual.

[http://www.uscg.mil/directives/cim/5000-5999/cim 5216 4c.pdf](http://www.uscg.mil/directives/cim/5000-5999/cim%205216%204c.pdf). This manual states that a commanding officer may delegate signature authority to military and civilian subordinates and may authorize those subordinates to delegate this authority further. All delegations of signature authority must be done in writing, to titles rather than names, and include a brief outline of the types of documents involved. Click the link above for the sample memo.

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REMEMBER \* ALWAYS PROTECT PII

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## Kudos

Great job to those Travel Managers who are generating those monthly reports and identifying cases of potential misuse:

CWO Cooper at the DOG, and  
CWO Brumble at SFLC.

By using the travel card tools at hand, reviewing the delinquency and decline reports as well as cross checking card use with TPAX and DA for travel claims and orders, these TMs have been successful in helping us with internal controls and enforcing the GTCC policy for the command.

So when you identify a case of potential misuse, please copy us in your communications. This helps us with commands, policy and DHS. Don't hesitate to ask us if you need help with your reports and PaymentNet.

## Did you know you could \_\_\_\_\_ in PaymentNet?

*Some functions you may not be aware of in PaymentNet:*

- ♦ *Look at the account history to see when and who made changes;*
- ♦ *Reset a cardholder's passphrase;*
- ♦ *Create your own custom query and save it;*
- ♦ *Export a report;*
- ♦ *Update cardholder profile information;*
- ♦ *Change your banner/home page appearance;*
- ♦ *Change a cardholder last name and enter notes.*

*These are just a few topics. If you need help with any of these, just ask us. We'll be glad to help.*